



BOARD OF ADVISORS FOR THE
UTAH REFUGEE SERVICES OFFICE
REPORT TO THE GOVERNOR





refugee.utah.gov

Equal Opportunity Employer/Program

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DEAR GOVERNOR HERBERT,

Thank you for the opportunity to share the Refugee Services Office (RSO) annual report from your Board of Advisors for state fiscal year (SFY) 2020, which chronicles the work of more than 30 public employees assisting refugees in the state. The report highlights successes and challenges of providing substantial programs for Utah's refugees.

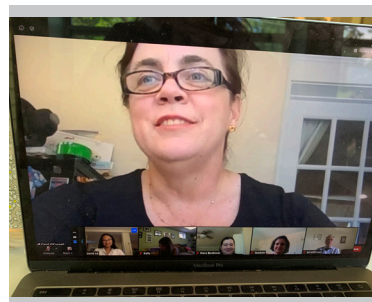
The fabric of our state was woven by religious refugees fleeing persecution in the Eastern United States. Today, more than 65,000 modern refugees call Utah home. We are grateful for your leadership as a champion of refugee success. You continue to encourage non-partisan support for refugee programs and express care and concern for the welfare of the refugees in our state. Thanks to these efforts, Utah is recognized nationally as a welcoming place for refugees and our programs are used as a model for resettlement programs across the country.

The mission of RSO is to educate and empower refugees in Utah to achieve their dreams through quality services offered in a collaborative, resource-rich environment. RSO works to create a strong integrated community and to connect refugees to family-sustaining employment that will ensure their success in Utah for generations to come. We partner with community agencies to provide integration services including English literacy and job skills training for up to five years. With the support and counsel of your Board of Advisors and the Department of Workforce Services, RSO manages federal and state funding and coordinates services for refugees in Utah.

At the Refugee Education and Training Center, the first of its kind in the nation, RSO engages and partners with refugee communities and other organizations to help refugees access better paying jobs. Since the Center opened four years ago, the average wage for refugees has climbed from \$8 per hour to more than \$13. Graduates of training programs contribute to Utah's economy in fields ranging from manufacturing to law enforcement to information technology.

During federal fiscal year (FFY) 2020, Utah resettled 472 refugees. This number is reflective of a lower Presidential Determination on Refugee Admissions, at just 18,000. Utah has continued to remain a welcoming place for newly arriving refugees, as well as those who have long called Utah their home.

Of the refugees currently living in Utah, approximately 99 percent reside in the Salt Lake Valley. With sizable refugee populations from Bhutan, Bosnia, Burma, Burundi, Congo, Chad, Ethiopia, Eritrea, Iraq, Ivory Coast, Liberia, Rwanda, Sierra Leone, Somalia, Sudan, Togo, Vietnam and the former Soviet Union, among others, the Salt Lake Valley is becoming incredibly diverse.



In 2019, Utah's unique refugee resettlement model was featured by national press including CBS and the Washington Post. Additionally, Carol O'Connell, U.S. Deputy Assistant Director of the Bureau of Population, Refugees and Migration at the Department of State (PRM), requested a virtual site visit to explore Utah's refugee resettlement programs. The visit was so well received that PRM requested a second virtual presentation for more than 90 participants which was recorded for use in their future trainings and presentations.

March 2020 marked a shift in RSO's operations following a 5.7-magnitude earthquake in the Salt Lake Valley and concurrent stay-at-home orders due to the COVID-19 pandemic. Both disasters necessitated extensive outreach for support to refugee clients while staff worked remotely from home. RSO staff connected with refugee clients to ensure they had necessary life-sustaining resources and understood how to navigate assistance programs. Additionally, a collective of timely, refugee-focused resources was posted at jobs.utah.gov/covid19, and daily email updates were sent to refugees, stakeholders, partners and community leaders. Staff also held regular Zoom meetings with refugee communities to address needs and answer questions. Even with remote operations, RSO staff supported and assisted refugees to help them navigate the challenging times.

The following pages outline the various programs administered by RSO. If you have any questions, please contact our office.

Thank you for your continued service to the state of Utah.

Casey Cameron and Greg Paras
Executive Director's Office, Department of Workforce Services

Refugee Arrivals for the Last Five Federal Fiscal Years

FFY	Presidential Determination	Actual arrival numbers in U.S.	Utah Arrivals
2015	70,000	70,000	1,117
2016	85,000	84,995	1,245
2017	110,000	53,700	799
2018	45,000	22,500	421
2019	30,000	30,000	472
2020	18,000	10,911	238

Refugee Services Office

OVERVIEW



We believe **ALL REFUGEES** should have access to family-sustaining employment opportunities.

THE REFUGEE SERVICES OFFICE (RSO)

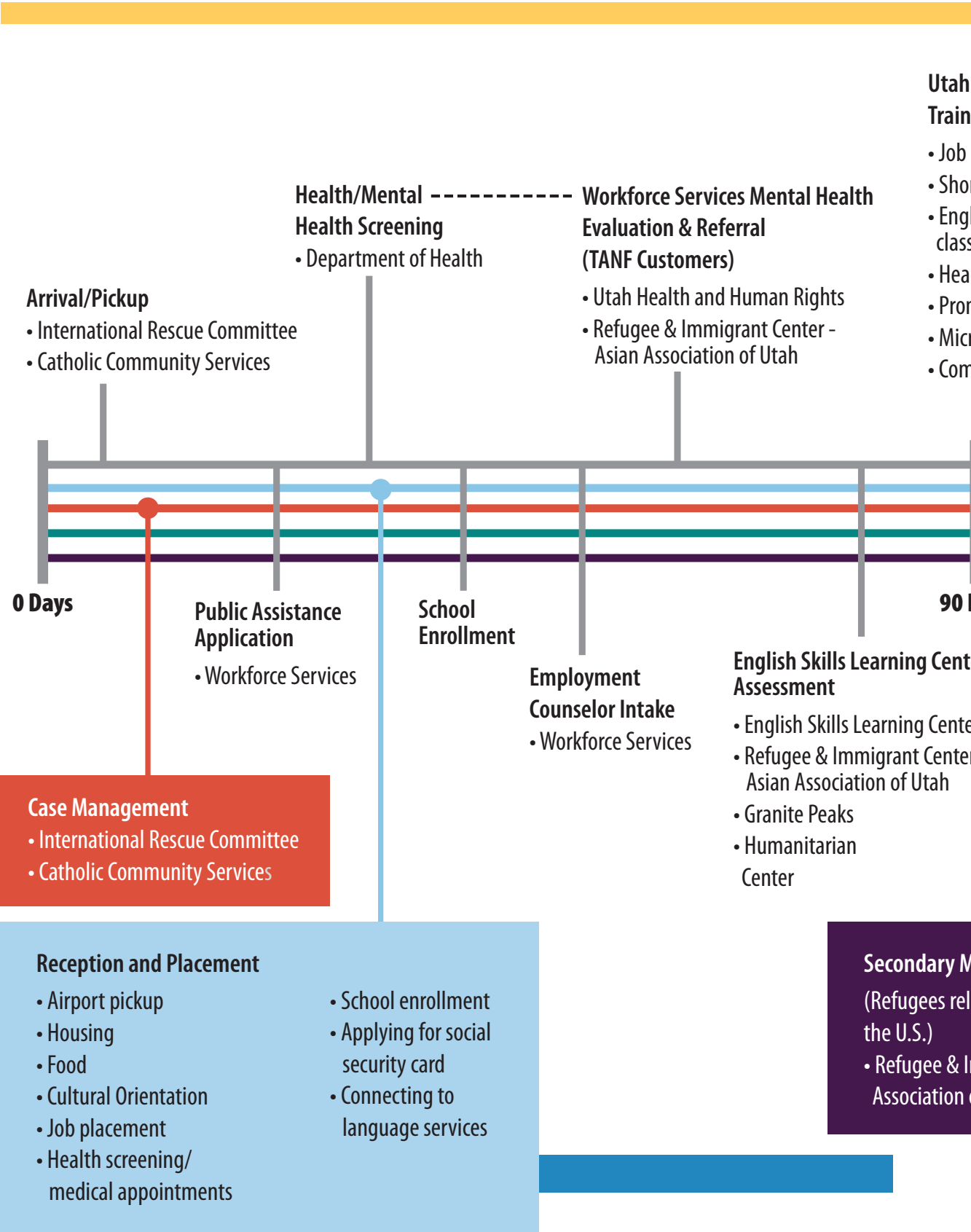
works in collaboration with the Refugee Services Board of Advisors, who meet on a quarterly basis to support and advise RSO. The Board of Advisors provides a forum for identifying, addressing and recommending solutions to encourage the successful integration of refugees in the state of Utah.

RSO houses the State Refugee Coordinator and serves as the designated state agency to receive and direct money from the U.S. Office of Refugee Resettlement. Most of these funds are granted to community service providers and other agencies to deliver vital services for

the successful integration of refugees in Utah. RSO is also home to a dedicated refugee employment team, which administers the Family Employment Program and Refugee Cash Assistance program for Utah's newly arrived refugees. The team works in a collaborative environment to develop employment plans and offers job preparation services to refugee customers. Additionally, RSO assists in the support of Temporary Assistance for Needy Families-funded refugee programs, including case management, housing, ESL and other employment programs for Utah's refugees.

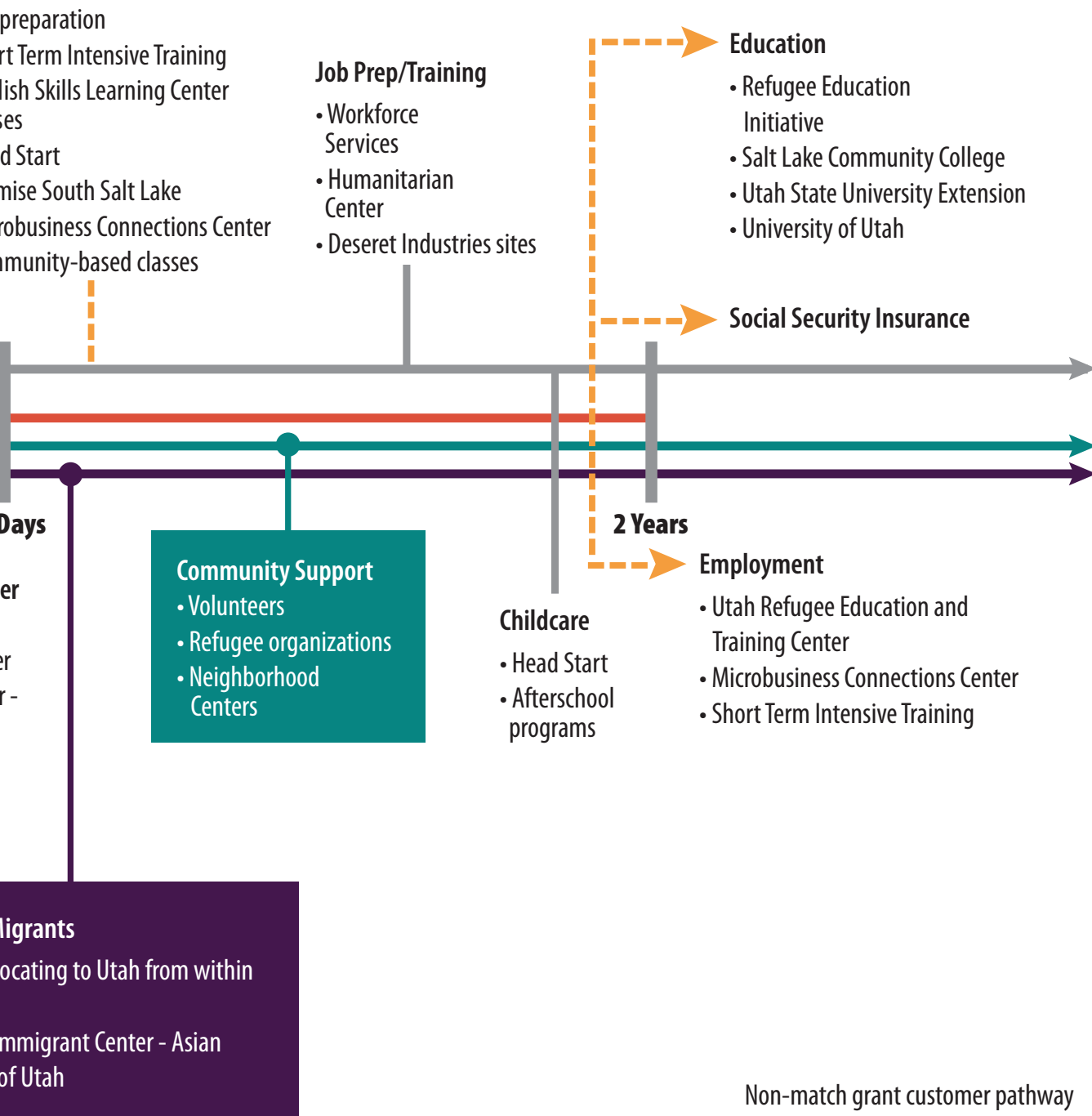


REFUGEE SERVICE



SERVICES TIMELINE

Refugee Education and Training Center



Resettlement in UTAH

EVERY YEAR, THE UNITED STATES

resettles refugees from around the world who have been prosecuted because of their religion, race, political opinion, nationality or membership in a particular social group. Less than one-half of one percent of the world's refugees are resettled.

Utah is proud to be recognized as one of the most welcoming states to refugees and as having one of the best refugee resettlement services systems in the country. RSO coordinates refugee resettlement in Utah, managing the majority of federal funding the state receives to support refugees, as well as ensuring ongoing services to refugees for up to five years after arrival. Two local resettlement offices, Catholic Community Services and the International Rescue Community, provide initial resettlement services for newly arrived refugees coming to Utah. Services include airport pickup, housing, food, clothing and referral to ongoing services. These initial services last up to 90 days, after which services funded and managed by RSO support refugees including employment, temporary short-term cash and medical assistance, language training, lifeskills training, and connection to the greater community.

An estimated 65,000 refugees, former refugees and their children live in Utah, the majority of whom are in the

Salt Lake Valley. The largest groups include Vietnamese, Bosnian, Iraqi, Sudanese, and Somali refugees. Other groups include Congolese, Bhutanese, Burmese, Russian (USSR), Ethiopian and dozens of others.

A good job is critical to a newly arrived refugee. They also need connections to the greater community and language learning.



CATHOLIC
COMMUNITY
SERVICES

Catholic Community Services

Since 1945, Catholic Community Services of Utah (CCS) has been empowering people in need to reach self-sufficiency by providing essential services through distinctive programs along the Wasatch Front and throughout northern Utah. By giving strength to the weakest in our midst, CCS lovingly provides help and creates hope to those with the greatest need in our community, regardless of their race, religion, disability or other personal circumstances.

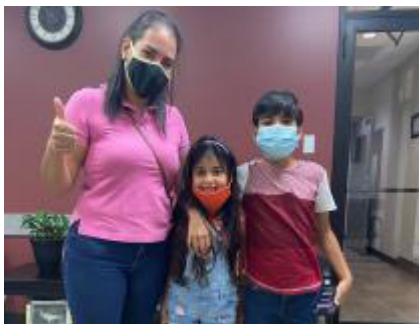
Migration and Refugee Services at CCS assists newly arriving refugees from war-torn countries by providing the





supportive services that help them through their difficult transition. Each year, the program resettles hundreds of refugees in Salt Lake City and surrounds them with programs that help them become stable, healthy, and successfully integrate into our community. CCS strives to help those who have never known liberty have a chance to achieve the American dream and find self-supporting employment. Since the late 1970s, the program has resettled thousands of refugees in Utah.

On March 19, refugee arrivals into the U.S. were suspended until June. Even with the suspension, CCS provided case management for more than 120 refugees who originally came from 25 different countries. As of July 2020, the most recent arrivals were from Afghanistan, Burma, Congo, Eritrea, Ivory Coast, South Sudan and Venezuela.



International Rescue Committee

The International Rescue Committee (IRC) in Salt Lake City helps people whose lives and livelihoods are shattered by conflict and disaster to survive, recover and regain control of their future. Since its founding in 1994, IRC in Salt Lake City has resettled more than 12,000 refugees in Utah.

Over the past three fiscal years, IRC has resettled an average of 320 refugees. To date in fiscal year 2020, IRC resettled 151 refugees, including 45 Afghan special immigrant visa-holders, 43 Congolese refugees, and the remainder from 11 other countries.

IRC's Salt Lake City workforce consists of more than 65 employees, including a Resettlement program of eight full-time staff providing 24 months of extended case management, welcoming refugees to Utah and offering services tailored to help them reach self-sufficiency.

Through partnerships with the Church of Jesus Christ of Latter-day Saints, the First Unitarian Church, and support of community members, clients' new homes are filled with donated furnishings and supplies.

In fiscal year 2020, IRC received nearly \$65,000 worth of additional in-kind donations and more than 1,500 volunteer hours in support of resettlement. A hallmark of dedicated support, volunteers are committed to

welcoming refugees and helping rebuild their lives in Utah. Resettlement services are strengthened through IRC's "bundled services" model: each client receives additional support from its Education, Health, Economic Well Being, and Immigration programs. With more than 20 programs at work, IRC maintains a holistic approach to refugee resettlement, increasing opportunities for success and helping refugees regain control of their future in Utah.

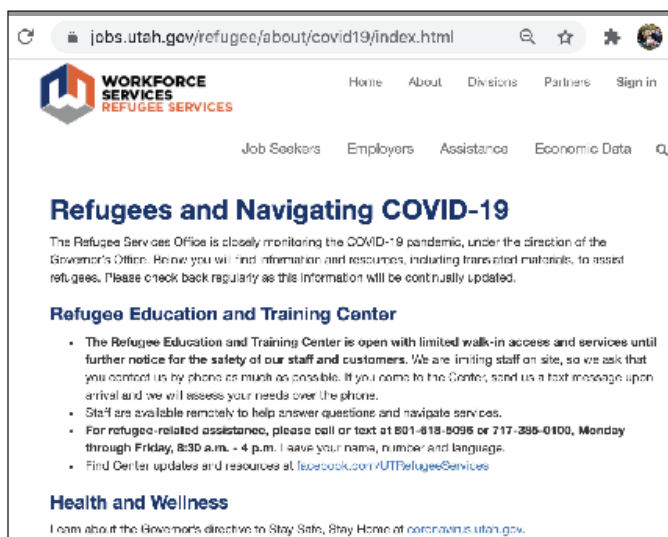
RSO COVID-19 PANDEMIC RESPONSE

In late March 2020, Governor Herbert ordered a shutdown of all in-person services statewide to curb the spread of COVID-19. RSO shifted operations for a period of time, which resulted in a change in communication and outreach with refugee communities as well as service delivery for all providers, and created an urgency and a reprioritization to communicate health and safety information. The RSO team used online and phone support as a primary means of assisting customers.

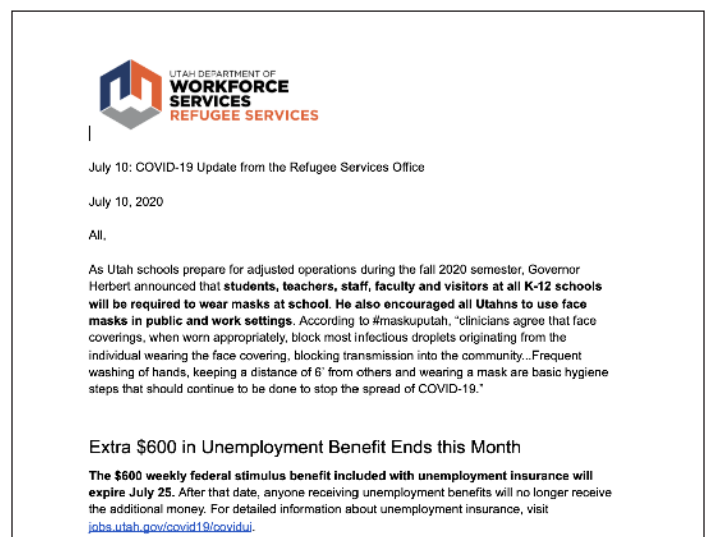
From March 30, 2020, through June 30, 2020, RSO staff assisted 3,108 customers using these modified operation procedures and provided 6,568 services. Staff also reached out to almost 1,000 customers to provide basic safety information related to COVID-19 and offer any additional assistance. During this time, the RSO Licensed Clinical

Therapist (LCT) team assisted 358 COVID-19-positive individuals and, in partnership with LDS Humanitarian Services, provided supplies to these families so they could remain in quarantine. RSO Director Asha Parekh sent daily emails to refugee community members and refugee service provider agencies with updated information related to community resources. The RSO team held 16 Zoom meetings with community leaders to share information and answer questions.

RSO staff took the lead in translating COVID-19 educational materials for the state's pandemic response team about safety, unemployment insurance, mask wearing and more. Staff not only participated in many videos, they were also instrumental in translating information and reviewing dialects so it would be understandable



The screenshot shows the website jobs.utah.gov/refugee/about/covid19/index.html. The header includes the Workforce Services Refugee Services logo and navigation links: Home, About, Divisions, Partners, Sign in. Below the header are links for Job Seekers, Employers, Assistance, and Economic Data. The main content area is titled "Refugees and Navigating COVID-19" and includes a paragraph about the RSO's role in monitoring the pandemic. Below this is a section titled "Refugee Education and Training Center" with a list of bullet points: "The Refugee Education and Training Center is open with limited walk-in access and services until further notice for the safety of our staff and customers. We are limiting staff on site, so we ask that you contact us by phone as much as possible. If you come to the Center, send us a text message upon arrival and we will assess your needs over the phone.", "Staff are available remotely to help answer questions and navigate services.", "For refugee-related assistance, please call or text at 801-618-8095 or 717-395-0100, Monday through Friday, 8:30 a.m. - 4 p.m. Leave your name, number and language.", and "Find Center updates and resources at facebook.com/UTRefugeeServices". At the bottom, there is a "Health and Wellness" section with a link to learn about the Governor's directive to Stay Safe, Stay Home at coronavirus.utah.gov.



The screenshot shows an email titled "July 10: COVID-19 Update from the Refugee Services Office" dated July 10, 2020. The email is addressed to "All," and contains the following text: "As Utah schools prepare for adjusted operations during the fall 2020 semester, Governor Herbert announced that **students, teachers, staff, faculty and visitors at all K-12 schools will be required to wear masks at school. He also encouraged all Utahns to use face masks in public and work settings.** According to #maskuputah, 'clinicians agree that face coverings, when worn appropriately, block most infectious droplets originating from the individual wearing the face covering, blocking transmission into the community...Frequent washing of hands, keeping a distance of 6' from others and wearing a mask are basic hygiene steps that should continue to be done to stop the spread of COVID-19.'" Below this is a section titled "Extra \$600 in Unemployment Benefit Ends this Month" with the text: "The \$600 weekly federal stimulus benefit included with unemployment insurance will expire July 25. After that date, anyone receiving unemployment benefits will no longer receive the additional money. For detailed information about unemployment insurance, visit jobs.utah.gov/covid19/covidui."



for refugee communities. The team used community connections already in place to ensure critical information was communicated to refugee customers.

Health Department Response to COVID-19

The Refugee Health Program mobilized partner programs and refugee health clinics through the refugee care community in Salt Lake City and Logan. The program leveraged all available program resources to provide a coordinated response in connecting refugee communities to preventative health education and wrap-around services.

Utah's two resettlement agencies, IRC and CCS, who manage newly arrived refugees health plans of care through the first two years of resettlement, received support through the Refugee Health Promotion Grant since March 2020 to coordinate with the Refugee Health Program to provide outreach and health education in multiple languages to all newly arrived refugees. Outreach services included connecting known contacts with testing, problem-solving around living situations to support quarantine and isolation, coordinating with the public health system to help individuals communicate with their employers through quarantine and work release letters, setting up home environments for telehealth appointments, and monitoring patient progress and

wellbeing. For individuals who have lived in the U.S. more than 2 years and arrived on refugee, parole, special immigrant, and asylee visas or are certified as victims of human trafficking, the Refugee Health Program worked closely alongside RSO, Utah Health and Human Rights, Asian Association of Utah and the Cache Valley Refugee and Immigrant Center to provide wraparound services that include food, mask and other supplies delivery, among other services.

The Refugee Health Program aligns with the Office of Health Disparities and EPICC programs initiatives to train and support local community health workers in the COVID-19 effort, improving health equity within the system and linguistically and culturally appropriate health services.

Resettlement Agency Response to COVID-19

The COVID-19 pandemic disrupted refugee support around the world. The effect on Utah refugee resettlement resulted in a month-long halt in new arrivals, a suspension of all in-office services to refugees, major job loss, inability of refugees to pay rent, school students unprepared for remote learning, and isolation of refugees from the community.

In response to these challenges, RSO and its partners made major adjustments to minimize the impact on the refugees and their communities. Following instructions from state and local government, RSO and partners closed their offices to in-person interactions in mid-March but immediately began assisting refugees remotely, and, in emergencies, in-person. The Refugee Education and Training Center maintained a skeleton staff throughout the pandemic, assisting customers at a distance. The RSO refugee employment team assisted refugees non-stop in accessing COVID-19 benefits such as unemployment insurance and rental assistance.

Catholic Community Services COVID-19 Response

Newly arrived refugees during COVID-19 were required to quarantine for 14 days. CCS was able to keep their office open normally and continued serving clients, assisting many who lost their jobs to apply for Unemployment Insurance and helping newly arrived clients obtain their first job.

Additionally, CCS

- distributed more than \$25,000 in emergency funds for clients to pay for rent and other basics
- distributed 100 boxes of food to more than 30 refugee families in need
- distributed 150 culturally and religiously appropriate ready-to-eat meals to more than 20 refugee families in need during every week of the pandemic
- distributed 200 backpacks and school supplies to school-age children
- distributed more than 40 computers to refugee families to ensure digital equity
- continued serving refugees and immigrants with permanent residency, Citizenship, family reunification and court representation
- outreached to educate refugee families about COVID-19, including distributing translated materials in their languages



International Rescue Committee COVID-19 Response

When IRC temporarily closed its office in March 2020 due to the pandemic, staff transitioned to full-remote work and adapted programs for remote delivery, expanded the portfolio of services, and partnered with local health organizations to ensure critical information and support reached refugee communities. Within weeks, IRC staff called 500 households — over 2,000 clients — to assess immediate, emergent needs and provide vital COVID-19 health information.

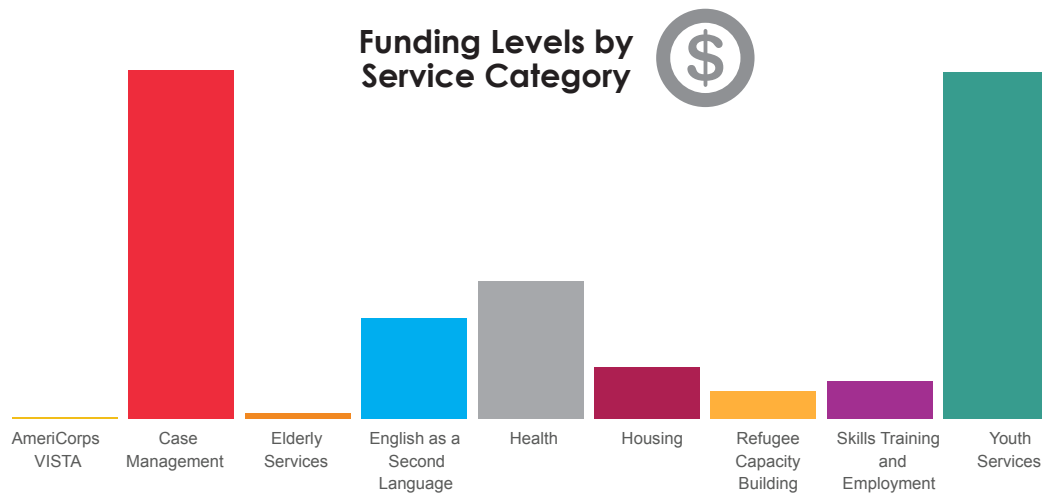
IRC staff effectively pivoted programs and continued to meet client needs in the face of the pandemic. To date since March, IRC distributed more than 300 emergency kits containing food and household basics and more than \$50,000 in direct emergency rental assistance. Staff delivered more than 100 donated laptops and ensured families' access to a reliable internet connection; assisted entrepreneurs with access to emergency small business funding totaling more than \$200,000; and supported refugees who tested positive for COVID-19. IRC also increased capacity to address food access needs for refugees and other adversely impacted communities through food entrepreneurship and farming.

Department of Workforce Services

FUNDED SERVICES

THE MAJORITY OF REFUGEE services are federally funded through the U.S. Office of Refugee Resettlement (ORR) and the Temporary Assistance for Needy Families (TANF) program (with the exception of

\$200,000 provided by the state of Utah). RSO administers approximately \$2.4 million from TANF and \$3.8 million from ORR for refugee services in Utah. Overall funding levels are broken out by the level of service listed below.



AmeriCorps VISTA	\$26,744
Case Management	\$2,119,569
Elderly Services	\$52,110
English as a Second Language (ESL)	\$606,015
Health	\$839,802
Housing	\$295,912
Refugee Capacity Building Organizations	\$166,610
Skills Training and Employment	\$240,310
Youth Services	\$2,097,358

Utah REFUGEE CENTER



Center Goals

The Utah Refugee Center (formerly the Utah Refugee Education and Training Center) serves two purposes:

1. to foster opportunities for refugees to access family-sustaining employment, and
2. to support refugee communities' efforts to find appropriate solutions towards integration.

Core Partners

- Salt Lake Community College
- Utah Department of Workforce Services
- Utah State University



Programming Partners

- English Skills Learning Center
- Head Start
- Horizonte Instruction and Training Center
- USU 4H
- Microbusiness Connection Center
 - International Rescue Committee
- Promise South Salt Lake
- Salt Lake City Mayor's Office – Know Your Neighbor
- Tech Programming
 - Adobe
 - Oracle
 - MX Technologies
 - 3M
 - Utah Asian Charitable Foundation
- University of Utah REFUGES Program

Summary Data

July 2019 — March 2020

Average quarterly number
of refugee visits:

12,608

Average quarterly number of activities
held at the center: **585**

- **Led by Workforce Services: 27%**
- **Led by Partners: 62%**
- **Led by Refugee Communities: 11%**

Refugee Services Office

ACTIVITIES

EMPLOYMENT

Case Management

Since 2009, Temporary Assistance for Needy Families (TANF) and Office of Refugee Resettlement (ORR) Refugee Social Services have funded two-year case management for all newly arrived refugees. Extended case management is the foundation of refugee services in Utah, connecting refugees to resources that will improve integration into the communities in which they live. Our case management model includes an initial assessment followed by an assessment every six months for each individual, 18 years of age and above, conducted in coordination with the RSO Licensed Clinical Therapist (LCT) and resettlement agency case manager (CM). The LCT team and the refugee case management agencies completed more than 400 assessments for the period of March through August 31, 2020.

In 2017, RSO shifted to an outcomes-based case management assessment, resulting in coordinated service delivery to provide refugees with tools and resources to become more economically and financially stable. Thus far, reported results indicate case management's positive impact on refugee integration in Utah. By the end of calendar year 2019,

- 49 percent of assessed refugees were employed, making an average wage of \$11.67 per hour
- Refugees were assessed on a scale of 1 to 5 for competency in several areas. Of those assessed, the following percentage of people scored 3 or higher, indicating proficiency in these integration areas:
 - 70 percent were at least proficient in navigating community and family support services
 - 64 percent were at least proficient in employment preparation and success

- 80 percent were at least proficient in obtaining and maintaining safe and secure housing
- 80 percent were at least proficient in acclimating to life in the United States in areas including parenting, transportation and family finances, among others

During FFY 2019, 67 individuals were resettled through Catholic Community Services, and 171 through the International Rescue Committee. There were 20 secondary resettlement refugees aided by the Refugee and Immigrant Center Asian Association of Utah.

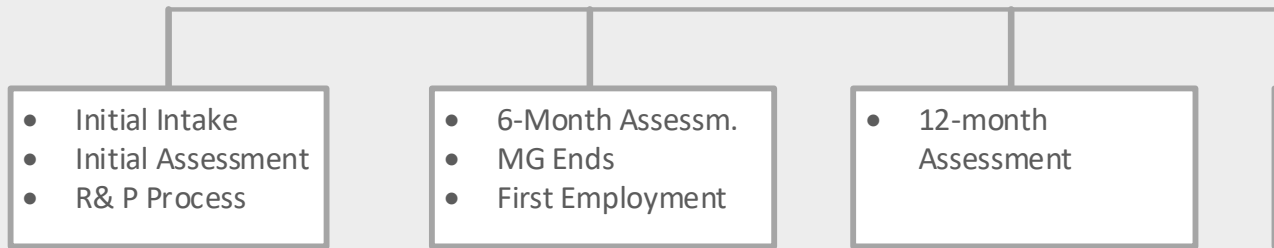
Employment Services

RSO's team of employment specialists help ensure refugees are successful in their employment search, job placement and retention. Refugee-focused employment specialists screen and assess applicants, provide workshops and

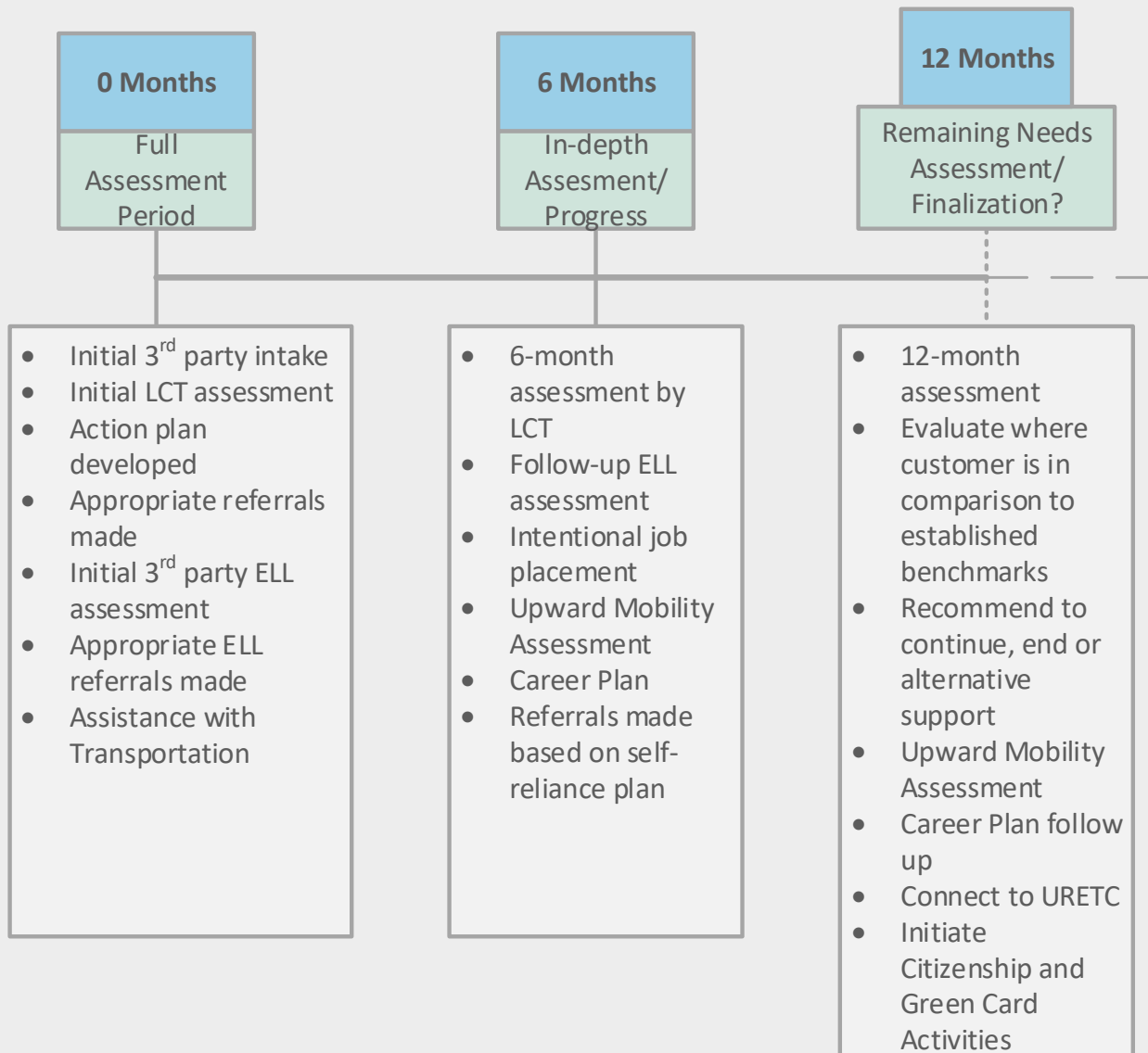


Coordinated Case Management vs. Refugee Integration

Refugee Coordinated Case Management

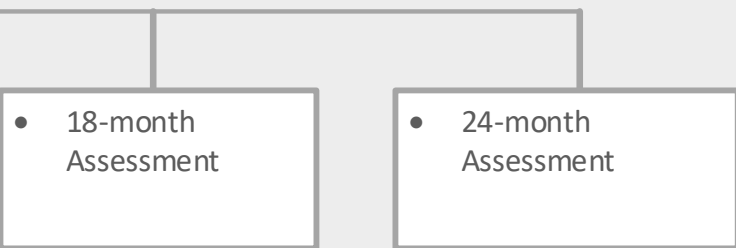


Coordinated Refugee Integration Pathway

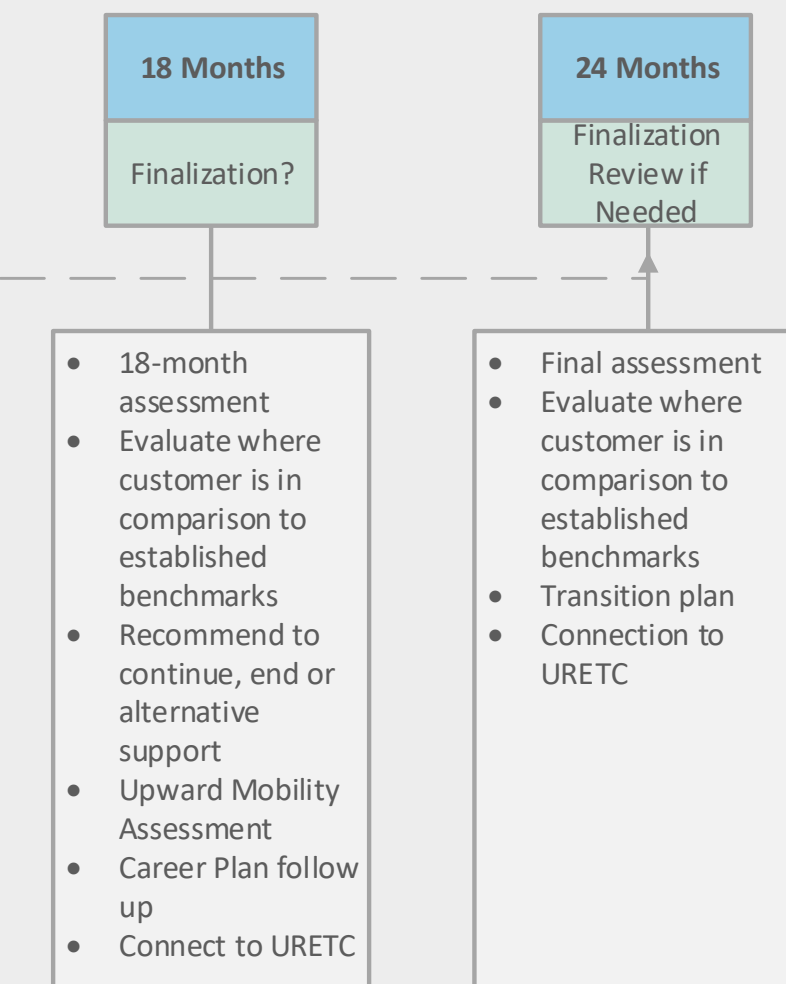


Integration Pathway (IRC & CCS)

nt



way



services, and support employers in hiring refugees. When the COVID-19 pandemic forced closure of our office, these services had to be modified. Employer-related events were held over Zoom. Supportive services were provided to refugees by phone. There was a huge increase in the need for supportive services during the pandemic.

RSO's Job Development Team has adapted to meet the needs of customers seeking employment during the COVID-19 pandemic. This data demonstrates the efforts the team has made in responding to the pandemic:

July 2019 - June 2020

- Job placements: 819
- Average wage: \$13.03

COVID-19 era (March 2020 - June 2020)

- Job placements: 141
- Average wage: \$13.36

During SFY 2019, RSO's employment team helped an average of 510 refugee customers per quarter, with an average of 204 quarterly job acquisitions and a 53 percent retention rate.

The current overall average hourly wage for our refugee customers is \$13.03, which is a 6.02 percent increase from the previous year. RSO served 252 customers as part of the Family Employment Program and Refugee Cash Assistance program. RSO successfully closed 164 cases and achieved a positive closure rate of 85.371 percent. Of these positive closures, 86 percent were due to employment or higher earnings.

Supportive services provided by RSO's employment team during SFY 2020 include (based on quarterly averages):

- 1,086 supportive services to job seekers, including job applications, resumes, mock interviews, translation and transportation
- 55+ employment-related events, including job fairs, resume workshops, Job Connections, Application Labs, interview preparation, employer education, and networking and employer site tours
- 592 services provided to Utah employers*
- 95 distinct employers engaged in hiring refugees

*In the past, UWORKS, the DWS computer system, was updated on the master account when an employer was provided a service. UWORKS is now updated on the master account for the employer but also on each worksite account for that same employer. This allows RSO to track which worksite was provided a service and accounts for the higher number of services shown for employers in 2020.

Humanitarian Center

In 2009, the Humanitarian Center Project was created as a partnership between Workforce Services, The Church of Jesus Christ of Latter-day Saints and various local refugee service providers. As the only program of its kind in the U.S., the Center is used to teach English and provide job training to 150 individuals (75 referred by Workforce Services and 75 referred by Latter-day Saint bishops) for 12 months at a time. In calendar year 2019, 95 refugees completed the program and 46 participants found jobs.



Most participants spend eight months in the program and a significant number of participants leave earlier than eight months. In the calendar year 2019, 55 percent of refugees in the program were placed on the job with an average wage of \$11.69.

In October of 2020, RSO will begin a new contract with Horizonte. With this new contract RSO plans to focus on digital literacy, social integration, citizenship and other essential needs for refugees to become successful.

REFUGEE SUPPORTIVE HOUSING ASSISTANCE

Refugee Employment Subsidized Housing

Workforce Services, in partnership with Housing Connect, administers the Refugee Employment Subsidized Housing program for single-parent households who are prepared to work. For the period of August 2019 to July 2020, the program served 29 households including seven new refugee households with 13 exits from the program due to employment or an income increase.

Bud Bailey Case Management

The Bud Bailey Apartment Community has 136 units, with 45 units reserved for housing vouchers assigned to refugee families. A contract agreement between RSO and Housing Connect supports two case managers who currently

provide case management services to 40 refugee voucher households. The areas of focus for the refugee families are:

- housing stability
- financial capability/self-sufficiency
- family services for after-school programs

The case managers at the Bud Bailey Apartment Community are using a case management assessment tool that tracks progress in the seven integration outcome areas. The outcomes for the period of February 2019 through January 2020 demonstrate the following progress:

1. 54 percent of assessed refugees, 18 years of age and older, show improvement in employment outcomes
2. 100 percent live in safe and affordable housing
3. 54 percent can successfully navigate educational and training opportunities
4. 88 percent understand how to access health care systems
5. 80 percent navigate community support services
6. 74 percent speak functional English
7. 72 percent are able to accomplish life skills tasks such as transportation, parenting, and U.S. civic, legal and law enforcement systems
8. 52 percent of employed refugees are making \$12 an hour or higher





SHORT-TERM OCCUPATIONAL TRAININGS

Short-term occupational training improves employment outcomes. RSO, in partnership with Salt Lake Community College, continues to expand short-term training offerings. In addition to a successful Warehousing and Distribution program, and Medical Manufacturing and Framing Assistant training programs, RSO recently added National Police Officer Selection Test preparation (NPOST), Phlebotomy and MCSA.

Warehousing and Distribution

Two warehousing and distribution trainings were held in FY 2020, serving 19 students and resulting in a 100 percent graduation rate. Eleven students are currently employed in the industry with an average wage of \$15.76 an hour.

Medical Manufacturing

Medical Device Manufacturing continues to be a tremendous training opportunity for our refugees. Twelve students completed this training, in two cohorts, with a graduation rate of 91 percent. Eleven of the students are currently working with an average wage of \$13.86 an hour.

Framing Assistant

Through the framing assistant training, five students finished with a 100 percent graduation rate. All five of the

students are currently working in the industry making an average wage of \$14.32 an hour.

Phlebotomy

Phlebotomy is a very popular training with refugee communities. This year 22 students completed phlebotomy training with a 100 percent graduation rate. Currently seven students are working in the industry making an average of \$13.92 an hour.

National Police Officer Selection Test (NPOST)

RSO piloted a National Police Officer Selection Test (NPOST) preparation class this year. The class of six students was making great progress towards preparation to take the NPOST exam. When the COVID-19 pandemic caused schools to close, this training had to be postponed. RSO hopes to work with partners presenting this class to restart later in the year or in 2021.

Web Development

Twelve students completed Web Development training with a 100 percent graduation rate. Six students are currently working in the industry making an average wage of \$18.76 an hour.

Microsoft Certified Solutions Associate (MCSA)

Microsoft Certified Solutions Associate (MCSA) training was piloted at the RSO this year. The training is proving to be a popular training among refugee communities. Ten

students completed the MCSA training with an 80 percent graduation rate. Six of the students are currently working with an average wage of \$21.99 an hour.

Auto CAD

RSO's first cohort of Auto Cad proved successful with six students graduating with a 100 percent graduation rate. Three of the students are working in the industry with an average wage of \$13.33 an hour.

Upward Mobility

In 2020, RSO expanded upward mobility efforts to include new arrivals. The Upward Mobility Planner meets with new arrivals at six months as part of their case management plan. The goal of this initial meeting is to map out a longer-term upward mobility strategy for each new arrival to help them identify a pathway to a living wage that can support their family. During this initial year, the upward mobility planner met with 153 refugees to ensure they have the tools and support necessary to be successful.

A key strategy of upward mobility involves short-term trainings where refugees can learn English along with key employment skills in trades that pay higher wages. Some short-term trainings offered in partnership with Salt Lake Community College include medical device manufacturing, forklift and warehousing, and IT. English taught in the classes is specific to the training industry.

All refugees in short-term trainings meet with the Upward Mobility Coordinator to create a unique plan specific to them.

INTEGRATION

Community Team

The RSO Community Team supports successful integration for refugees through:

- Capacity Building – Building refugee community resilience that strengthens self-reliance and facilitates integration
- Crisis Intervention – Providing a safety net to assist refugees in crisis resolution

- Education – Increasing knowledge for refugees to remove barriers towards integration
- Community Connection – Linking refugees to resources that move them towards self-sufficiency

In SFY 2019, the Community Team served an average of 476 refugees per quarter and provided the following support:

- More than 4,600 unique services, such as interpretation, advocacy, applications, teaching and making appointments, and referrals to available mainstream community resources
- Two resource fairs and 195 workshops focused on economic stability, education, health and life skills

English as a Second Language

Since the beginning of the U.S. Refugee Resettlement Program in 1975, the abilities to speak, read and write English are the major indicators for a person to become self-sufficient and eventually integrate into the greater community. With the growing diversity of refugees resettled in Utah, ensuring the literacy of all refugees has become an increasing challenge.



English language instruction funding provides English Language Learner (ELL) training for refugees enrolled in The Church of Jesus Christ of Latter-day Saints Humanitarian Center skills training program, as well as classes in various locations and for different English language skills levels, including work readiness English language classes.

In 2018, in collaboration with ELL providers, RSO moved toward teaching functional English to support better employment placement, as well as competency-based metrics.

Health Department Support for Refugees

Newly arriving refugees often have complex medical conditions that require more intensive and frequent medical treatments. By coordinating activities between local providers, resettlement agencies, local health departments, Workforce Services, the Center for Disease Control and Prevention (CDC) and Office of Refugee Resettlement (ORR), the Utah Health Department's Refugee Health Program facilitates and promotes programs and services for successful resettlement and integration in a culturally and linguistically sensitive manner.

The program focuses on five priority areas:

- Health Screening
- Care Coordination
- Mental Health
- Tuberculosis (TB) Control
- Health Promotion

The Refugee Health Program has extensive experience working within refugee resettlement, particularly refugee health. Areas of expertise include: epidemiology, data collection and analysis, program management, quality management, provision of clinical services, contract management and monitoring, budget management and fiscal oversight, and community collaboration.

Hayder Allkhenfr, MD, MPH, CPH, is the Refugee Health and Tuberculosis Control Program Manager at the Utah Department of Health. A data-driven public health

physician and researcher with a passion for refugee and global health, Dr. Allkhenfr received his M.D. degree in Alexandria, Egypt, did a medical residency in Egypt, a post-doctorate clinical research fellowship at the University of Utah Hospitals and a Master of Public Health with emphasis on epidemiology and a certificate of global health at the University of Utah.

Mental Health Support

The RSO Licensed Clinical Therapist (LCT) team offers mental health support to help refugees become aware of the emotional, psychological and physical trauma related to their experiences, and to seek mental health services to overcome them. The purpose of the LCT team is to help refugees access holistic and culturally relevant treatment to manage mental health symptoms and be able to work and integrate into their new community. The LCT team assesses, educates, refers, coordinates and monitors follow-through with services. During this past fiscal year, the LCT team started to conduct case management assessments with refugees and their case managers within thirty days of arrival, at six months thereafter and up to 24 months after arrival. The LCT team outreached to refugees impacted by COVID-19 by providing health education, connection to benefits, food and supplies to assist with recovery.

From July 2019 to June 2020:

- 291 individuals were served by the LCT team
- 131 individuals attended psycho-educational and support groups in the area of domestic violence, mental health and parenting



- 272 individuals were referred to community partners for additional resources and support
- 353 families impacted by COVID-19 were assisted

Refugee Capacity Building

The 2019-20 Refugee Community-Based Organization (RCBO) Capacity Building Grant, a collaboration between Workforce Services and The Church of Jesus Christ of Latter-day Saints, focused on building organizational capacity, implementing programs and meeting outcomes. Refugee capacity building funding is a crucial component in supporting the development, organization and overall integration of Utah's refugee population.

Through this grant, RCBOs grow their ability to successfully build and facilitate sustainable programs around expected outcomes. Additionally, they broaden their organization's scope through Workforce Services' required grant trainings to address common gaps in organizational capacity, identified in a mediated assessment with each community organization at the beginning of the grant period.

During the last grant term between July 2019 and June 2020, 21 community-based organizations were funded to facilitate 37 unique programs. These programs focused on assisting refugee communities with integration, improving their well-being and teaching the basic skills crucial for success in the United States. During this period, 1,361 unique participants attended more than 1,197 program workshops. These

organizations also partnered with 100 outside organizations while utilizing the support of more than 132 volunteers. Community leaders made 602 home visits which resulted in 349 individuals being referred to programs and resources.

This year's regular programming was cut short due to COVID-19, however organizations responded by reaching out to 3,145 individuals to provide pandemic assistance. In addition to their direct assistance, refugee leaders supported 221 community members with pandemic assistance applications as well as connecting 361 individuals to supportive services.

For the full Refugee Capacity Building Grant Report, please see appendix A.

Refugee Leadership Training

The Refugee Leadership Training is a partnership between Salt Lake Community College, RSO and American Express. The goal of the training is to provide refugees an opportunity to develop their leadership skills and connect to resources that will help benefit their respective communities. This year marked the tenth year the training was offered to adult refugees and the third year offering the training for youth.

Adult Cohort

Upon finishing the 16-week training, participants received a certificate of completion from Salt Lake Community College. Participants included 14 men and 12 women representing 11 refugee communities. Leadership topics focused on public





speaking, assessing community needs, civic responsibility and conflict resolution. This year's class was unable to tour the Utah State Capitol Building as usual due to the pandemic, however the group was able to complete all course sessions virtually.

Youth Cohort

For the third annual youth leadership class, RSO, in partnership with USU's 4-H program, led a nine-week course focusing on personal, organizational and community leadership. The youth cohort consisted of 12 boys and 14 girls from six different refugee communities, all of whom received a certificate of completion from Salt Lake Community College. Similar to the adult cohort the youth class was unable to tour the Capitol this year and finished all classes remotely.

Refugee School Impact Grant

In 2020, RSO administered \$253,179 in Refugee School Impact Grant funds, which was allocated to Granite School District (GSD) and Salt Lake City School District (SLSD). The goals of the Refugee School Impact Grant are to strengthen academic performance and facilitate social adjustment of school-aged refugees within five years of arrival to the United States. RSO focuses these efforts on college and career readiness, English language acquisition, newcomer support and school support services coordination. The grant's primary objectives include:

- Broad partnerships focused on newly arriving refugee youth to ensure coordination for effective

planning and successful program implementation while avoiding duplication of services

- Specialized approaches suited for newly arriving refugee populations, such as cultural orientation, parent-teacher meetings and school orientations
 - In 2020, GSD used this funding to ensure refugee students attended school regularly and fulfilled graduation requirements. GSD provided services to 161 refugee students during this time period.
- Programming that supports integration of ORR-served youth into school systems such as ELL, buddy programs, mentoring and group activities
 - In 2020, GSD used this funding to support growth of English levels for refugee students enrolled in the Language Academy at Cottonwood High School. During this period, 93 percent of Language Academy students completed the ACCESS testing.

RSO monitors and tracks student progress, facilitates meetings between the school district and the refugee resettlement agencies, and is available as a resource for school districts.

Services For Older Refugees

RSO has contracted with Salt Lake County Adult and Aging Services to develop programs for senior refugees. The purpose of this agreement is to create a Case

Manager position to assist refugee seniors in accessing existing mainstream services in the community including supportive services, citizenship resources, connecting and referring senior refugees to the benefits resources, interpretation and translation services, and training and workshops to address their needs. The goal is to reduce social isolation of senior refugees, integrate them into the community, enhance community connections, and promote health and wellness.

Case Management

During 2020, 11 seniors and refugee communities received services related to obtaining citizenship and referrals to community resources. The communities served this reporting period were from Liberia, Sudan, South Sudan, Burundi, Congo, Equatorial Community, Somali Bantu, Somali Bajuni, Karen, and Rwanda. Three older adult refugees received citizenship referral resources and one person was approved for SSI services. Salt Lake County hosted workshops for refugee seniors featuring various providers, partners and community leaders.

Sewing Activity

Refugees, both male and female, continued to attend the weekly sewing group at the Taylorsville Senior Center. In recent months, however, this activity was put on hold due to COVID-19.

Intergenerational Activities

Intergenerational activities are being coordinated with the local Refugee charter school students and the

Bhutanese refugee participants at a nearby senior center. In recent months these activities were put on hold due to COVID-19.

Translation

Salt Lake County has developed and translated brochures and pamphlets of information relevant to seniors into five major refugee languages: Russian, Swahili, Spanish and Arabic. In addition, the training manual for the Foster Grandparent Program has been translated into Spanish. These tools increase access to vital services for refugee seniors.

Outreach due to COVID-19

During the COVID-19 pandemic and the resulting shutdowns and social distancing orders, clients with Aging and Adult Services received weekly calls from staff with the following questions:

- How is your health?
- Have there been any changes?
- How are you coping with stress?
- Who is your support and/or do you have an emergency plan?
- Do you need any supplies?
- Do you have enough food?
- How are you getting groceries?



WORLD REFUGEE DAY

World Refugee Day (WRD) is a celebration of the strength, courage and perseverance of millions of refugees who fled their homes as a result of persecution in search of a better life and a future for their children. It is also an opportunity for the mainstream community to interact with and learn about the refugees who make Utah their home. WRD is celebrated during the third week of June.

In 2020, when the COVID-19 pandemic shut down all in-person events, RSO and WRD partners decided to celebrate virtually. The goal of the virtual celebration was to use creative digital tactics to honor, celebrate and showcase refugees in Utah and their important contributions to our communities, while providing opportunities for refugee vendors to recoup some of the income they would make during a traditional World Refugee Day celebration. The adjusted plans also allowed the celebration to be extended from a weekend to two weeks.

Through the ingenuity of staff and help from the Communications Division, RSO shifted plans to celebrate WRD online. Using Facebook as the primary medium, RSO featured dance and cooking tutorial videos; shared celebratory messages from local leaders, the Refugee Services staff and others; promoted a Virtual Global Market with refugee entrepreneurs; and even hosted a virtual film festival, which included the world premiere of Academy Award-shortlisted film “Refugee.” More than 96,130 individuals viewed the online events during World Refugee Week. And more than 18,000 people watched the Governor’s message of support for refugees. Engagement on the RSO Facebook page increased by 357% during the week-long virtual celebration. Additional metrics included:

- 19,573 post engagements (up 2,077%)
- 220 page likes (up 464%)
- between 650 and 11,000 views per video

In order to provide a virtual global market, vendors underwent an intensive four-week training and were assisted in establishing an online store. Eight vendors participated in the event, with 92 products sold and total revenue of \$1,348.50.



WORLD
REFUGEE
DAY 2020

The virtual WRD celebrations included the following partners: Catholic Community Services, Their Story is Our Story, English Skills Learning Center, International Rescue Committee, LDS Church, Women of the World, Youthline, Utah Health and Human Rights, Good Samaritan Foundation, Utah Department of Public Safety, Salt Lake City, Utah Refugee Connection and other local community partners.





Know Your Neighbor Volunteer Program

The Know Your Neighbor Volunteer Program is a collaborative effort between the Salt Lake City Mayor's Office and RSO. Know Your Neighbor's goal is to integrate Utah's welcoming community and refugees resettled in the Salt Lake City area by developing friendships through volunteer opportunities. The program is based on the idea that every refugee in the Salt Lake Valley should have an American friend and that every American should have a refugee friend. Refugees make requests to RSO for different kinds of volunteer support, often tutoring for



school, citizenship or language. Volunteers are recruited, provided orientation, interviewed and background checked. One-on-one matches between individual refugees or refugee families are made with individual volunteers or volunteer families. At least two hours of contact are required each week for a minimum of six months, assuring ongoing contact which promotes communication, trust and, hopefully, fosters friendship. Volunteers are also invaluable in teaching classes at the Utah Refugee Center. Classes in tech skills, sewing and public speaking are among others taught by volunteers. During SFY 2020 more than 100 volunteers donated over 2,500 hours to the Know Your Neighbor program.

ADDITIONAL COORDINATION AND KEY ACTIVITIES

Multicultural COVID-19 Task Force

In 2020, Governor Herbert appointed a COVID-19 Multicultural Task Force to address the high number of COVID-19 cases in many multicultural populations. RSO Director Asha Parekh and Catholic Community Services Director Aden Batar were both appointed to serve on the task force. The RSO Director also led the Housing and Social Services subcommittee to identify and address gaps in service to these populations. Additionally, the RSO Director was a part of the committee reviewing racial equity and inclusion grants for the task force.

MPI Policy Academy

In October 2019 RSO Director Asha Parekh was selected to participate in the Migration Policy Institute (MPI) Two Generation Policy Academy for Refugee Resettlement. She joined refugee directors from nine other states. The academy focus was on refugee employment, youth development and English as a second language for refugees. MPI held two in-person sessions where participants shared best practices in each state and heard from a panel of experts about cutting-edge approaches. A final session will be held in early 2021.

PRM Virtual Site Visit

In June 2020, the U.S. Bureau of Population, Refugees, and Migration (PRM) for the Department of State requested a virtual site visit to explore Utah's refugee programs. PRM is responsible for the overseas work the U.S. does to support refugees as well as funding for reception and placement of refugees in the U.S. during their first 90 days.

Acting Assistant Secretary Carol O'Connell and several of her colleagues participated in a two-hour Zoom meeting which provided an in-depth look at Utah's resettlement process, programs and philosophy. Executive Directors from the International Rescue Committee and Catholic Community Services joined RSO Director Asha Parekh and RSO staff in the presentation.

In an email following the meeting, Lawrence Bartlett, Director of Refugee Admissions, Bureau of Population, Refugees, and Migration, said, "This was Acting Assistant Secretary O'Connell's first affiliate and state site visit and you really wowed her. I hope you could tell how engaged she was and interested in learning more about the many ways you support new refugee arrivals."

PRM staff requested a second presentation for their staff and to train others in the field. In July, RSO made a second 1.5-hour presentation for more than 100 people at the Department of State. The recording will be used in the department's future trainings.

Sewing Program

The Refugee Sewing Program was developed in 2015 in response to consistent requests from women within the refugee community. Since its inception, the program has offered eight classes and served 52 unique students. The program has also bridged the refugee community with the mainstream community, benefitting from 740 hours of support offered by more than 50 volunteers. The desire for these tangible skills has only grown, and the waitlist now contains more than 90 names.

Over the past year, the program underwent a restructuring and rebranding to allow it to function more efficiently. Students will now advance through Level 1 and Level 2 classes, passing off foundational skills before graduating into the advanced level, where they will be connected with paid projects, allowing them to use their new trade to supplement their family income. This program, now named Global Patchwork, has partnered with a local refugee-led non-profit, United African Women of Hope, to make this possible. During the SFY 2020 year, RSO facilitated three Level 1 classes, one Level 2 class, and connected advanced students to contracted work through Cotopaxi and Craft Lake City.

The global pandemic suspended in-person sewing classes, however four advanced sewers from the program were able and willing to volunteer from home to create reusable face masks for their community. Along with the supplemental





donations from mainstream volunteer teachers, this project was able to produce 2,779 masks and support the health and safety of 24 refugee communities as well as donate to other local service providers, including the men's and women's homeless shelters.

AmeriCorps VISTA

AmeriCorps VISTA (Volunteers in Service to America) is the domestic equivalent of the Peace Corps and one of several national service programs administered by the Corporation for National and Community Service. VISTA members commit to:

- Living and serving in some of the nation's poorest urban and rural areas for a full year
- Subsisting on a living stipend that equates to less than \$5/hour
- Creating and expanding sustainable programs for local organizations and nonprofits

With passion, commitment and hard work, their programs are designed to bring individuals and communities out of poverty.

RSO houses the Utah Refugee VISTA Project, which is made up of 11 members from eight organizations assisting

the refugee communities in Utah to build their capacity to become self-sufficient. Many of RSO's VISTA members have completed their year of service and continue to work with refugees in Utah. The VISTA Project strives to assist refugees in three ways:

1. Integration — Involving and incorporating resettled refugees as equals into the local community
2. Education — Bringing both refugees and the welcoming community members together to learn from each other and work together
3. Programming — Developing programs to assist refugees in the process of integrating into their new home

In 2020, AmeriCorps VISTA members raised around \$15,956 in cash resources and \$74,403 of in-kind donations. To date, it is estimated that 5,081 individuals volunteered a total of 48,228 hours at various events and refugee stakeholder organizations organized by the VISTA members. VISTAs also succeeded in creating 72 new programs, resources and guides, and made more than 49 new community partner connections.

Refugee Services Fund

At the end of SFY 2020, the Refugee Services Fund had a balance of \$102,912.37. From July 1, 2019, to June 30, 2020, RSO received \$83,048.10 in donations and sponsorships to the fund and spent \$21,612.77 to support refugees.

Funds were used for:

- Funerals — \$1,955
- Rental assistance — \$1,040
- Unrestricted — \$275.52
- Refugee Training Center — \$18,342.25

Utah Department of Public Safety

In November 2015, in response to heightened security concerns surrounding terrorism worldwide, Governor Herbert directed the Utah Department of Public Safety to conduct a review of the federal screening process for refugees and security procedures related to refugee resettlement in Utah. This process led to a partnership between RSO and Public Safety, with a Public Safety officer assigned as a refugee liaison to work with local law enforcement, resettlement agencies and other organizations as a resource for and to build relationships with Utah's refugee community. This is a unique partnership in Utah and nationally.

The numbers of incoming refugees has dropped drastically over the past few years. With the COVID-19 pandemic, interaction, events and gatherings have been difficult between refugees and law enforcement.

Between November 2019 and October 2020, the efforts of Public Safety have resulted in:

- 150+ newly resettled refugee contacts
- 18 U.S. law orientation classes taught at Catholic Community Services and International Rescue Committee
- 3 Gang Prevention classes taught for refugee youth
- 5 cases opened or referred to local law enforcement of potential refugee victimization
- 2 classes for refugee community leaders and youth leaders on the criminal justice system, rights/freedoms, and improving relations with law enforcement
- Assisted the FBI in developing an outreach program to enhance relations with the refugee community
- Development and continuation of the NPOST preparation course, which assists refugees with obtaining employment in law enforcement
- One forum held with refugee leaders discussing police reform





Youth Coordination

Supporting refugee youth arriving in Utah is a priority for RSO each year. Young refugees face a challenging transition both academically and socially. The Refugee Youth Services Coordinator provides collaboration, support and coordination to ensure that refugee youth feel supported and are able to access services equitably. Additionally, RSO's youth coordinator works to build relationships with refugee communities, address gaps and create new programs and opportunities.

2019 Youth Highlights:

- Ten at-risk refugee youth were connected to mentors through the Know Your Neighbor Volunteer Program.
- RSO hosted the fourth-annual Refugee Families Halloween Social, where more than 250 individuals and 30 volunteers participated in games, food and fun, and were given free Halloween costumes for children.
- The second annual Girls Who Code class was held during the fall semester of 2019, introducing 15 refugee girls to computer science. Thirteen students graduated and 8 went on to pursue the next level computer programming class.
- RSO introduced its first Java Computer Programming class for youth. Eleven students are currently on track to graduate the program after successfully auditing a Duke University programming class.

- The first annual Girls Lobby program was completed. This program connects girls with local civic engagement pipelines and encourages their involvement in political processes. Twelve refugee girls graduated from the program with knowledge on how to track bills, speak at press conferences and write editorials.
- The 2019 Salt Lake County Youth Summer Internship Program was completed by 29 refugee youth.
- This year, 18 students participated in the RETC Homework Help program for one-on-one volunteer-led tutoring sessions.

Youth Mentoring Program

The high numbers of refugee students and families who have resettled since 2011 into the Salt Lake area has affected the education system. Many refugee families choose to enroll their youth in the Utah International Charter School (UICS) due to their methods of specialized instruction, smaller class-size and focus on providing individualized student support. Many refugees have an interrupted formal education background, lack of supportive mentors in their lives, and limited opportunities for engagement and social integration with their American-born peers.

The Youth Mentoring program was established to promote positive civic and social engagement and support individual educational and vocational advancement. To accomplish these goals, the youth coordinator matches eligible youth with positive adult mentors who provide

the youth with personalized interaction. The youth coordinator also provides case management to support educational and career development.

In its first year, the Youth Mentoring Program has served 21 refugee youth. There were 79 consultations made during this reporting period. All consultations are designed to support and promote positive advancement of participants in three categories: educational, vocational, and civic and social.

Unaccompanied Refugee Minors Program

The Department of Workforce Services has received funding from ORR to establish an active ongoing foster parent program to furnish long-term foster care for unaccompanied refugee minor children. Workforce Services has a single contract with Catholic Community Services (CCS) for the provision of foster care services for unaccompanied refugee minors. The United States Catholic Conference of Bishops (USCCB) is one of two National Voluntary Agencies authorized to provide

relocation and resettlement assistance to unaccompanied refugee minors. CCS is the local resettlement agency affiliate of USCCB licensed by the State of Utah to obtain legal custody of refugee minor children through the Utah justice system.

The Unaccompanied Refugee Minors (URM) Program assists unaccompanied minor refugees and entrants with developing appropriate skills to enter adulthood and to achieve economic and social self-sufficiency. The URM Program ensures that unaccompanied minor refugees and entrants receive the full range of assistance, care and services to which all children in the state are entitled. A legal authority is designated to act in place of the child's unavailable parent(s). Services provided through the program include English language training, career planning, health/mental health care, socialization skills/adjustment training, family reunification, residential care, education/skill training and ethnic/religious preservation. Utah is one of the top five largest URM programs in the country, with 105 capacity. Currently, 86 URM's are in the program.

SUCCESS STORIES

In the wake of the COVID-19 global pandemic, the State of Utah had to become agile, adaptive and flexible to serve the needs of Utah's refugee population. Some newer arrivals lacked the skills to navigate the services they so desperately need via an electronic forum. RSO helped to mediate hundreds of applications for Unemployment Insurance, SNAP, Housing Assistance, Medicaid, and other supportive services. RSO assisted people through a hybrid business model that helped with both online and in-office assistance.

Digital literacy has been identified as an essential cornerstone for refugee success. RSO works closely with local resettlement partners to ensure EVERY family coming to Utah has access to the equipment and internet to engage both child and adult learners with these skills. The goal is to continue to propel Utah refugees forward into this century upon arrival.



Economic Impact

The goal is to continue to propel Utah refugees forward into this century upon arrival.

In addition to digital access, staff went beyond their job requirements to ensure refugees were cared for during the pandemic. Harouna Nzisabira, RSO's refugee youth coordinator, worked with a CNA student who struggled time and time again. With Harouna's ongoing support and encouragement, the student recently moved from a \$7 an hour job to a \$14 an hour job. The extra income allowed her more stability and support for her family.

Improved Quality of Life*

RSO's team of Licenced Clinical Therapists (LCTs) played a key role in supporting refugees this year. Rosine is a refugee from the Congo who speaks Kinyarwanda. She entered the U.S six years ago with her five children. Due to severe trauma, she is unable to function in the work environment. Several people were involved in her case to help her manage mental health and apply for Supplemental Security Income (SSI).

Unfortunately her SSI application was denied upon the first two reviews. The RSO LCT team started to review her application thoroughly and discovered she had not had adequate testing to show her cognitive disability and the Social Security Administration had not been considering this. Not only had she suffered a great deal of trauma but she also suffered from cognitive issues that had not been addressed in treatment or the previous psychological examination. The LCTs conducted a functional assessment and then referred her for new psychological testing, coordinating with the psychologist to ensure she was fully assessed. When the judge reviewed the case with the new testing, it was clear she would not be able to work and she was awarded SSI. The LCTs helped her replace lost documents, connect to available community support and organize her life as a single mother of five. As a result of the support, she has a stable income, able to meet her basic household needs without having to work, and she is able to continue mental health treatment to improve her quality of life.

**customer's name has been changed*

Conclusion

The Refugee Services Office remains committed to providing the highest quality services and best practices for refugees who call Utah home. The work continues for both newly arrived refugees and individuals who have lived in Utah for five, 10, 15 or more years. As part of Workforce Services, the Refugee Services Office will continue to develop, fund and support programs and services that allow refugees to become integrated members of the Utah community.

Visit

refugee.utah.gov

or facebook.com/UTRefugeeServices to learn
more about the Refugee Services Office

american**job**center®

APPENDIX A

2019 Refugee Capacity Building Grant Report



WORKFORCE
SERVICES
REFUGEE SERVICES

in partnership with



RCBO GRANT OVERVIEW

GRANT PURPOSE

The Refugee Community-Based Organization (RCBO) Capacity Building Grant funds refugee-led organizations to provide programming that enhances the local refugee community's integration into the United States¹. The grant measures outcomes in three categories: (1) building organizational capacity, (2) providing educational programs, and (3) facilitating social integration. The objective of this structure is to better allow refugee communities to actively participate in their own integration.

GRANT HISTORY

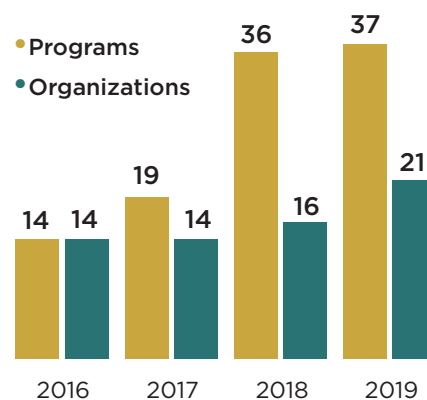
The RCBO Grant was developed in 2010 with the goal of enabling the development, organization, and integration of Utah's refugee population. Early on, the grant enabled the Refugee Services Office (RSO) to support the creation of more than 25 RCBOs, assisting with the development of bylaws, articles of incorporation, and non-profit status for groups of newly-arrived refugees in Utah. This initial focus on the formation and governance of organizations paved the way for the grant's current purpose of program development and coordination.

WHY FUND COMMUNITIES DIRECTLY

1. To provide funding to small, refugee-led organizations that often don't qualify for other funding sources due to lower English levels or lack of grant management experience. 81% of 2019 organizations had never received grant funding before the Refugee Capacity Building Grant.
2. To generate bottom-up social innovation, allowing refugees to find solutions to their communities' specific problems. This type of program development is shown to increase innovative diversity, allow for niche group solutions, and achieve greater community buy-in.²
3. To extend the reach of RSO to communities that generally haven't engaged in our other services. In 2018, RSO served only an estimated 11% of refugees in Utah through general programming and case management alone.



FUNDED ORGANIZATIONS OVER TIME



¹ Aspen Institute, Measuring Community Capacity, version 3/96 pg. 11, (University of Utah Study).

² Tom Hargreaves, Sabine Hielscher, Gill Seyfang, Adrian Smith, Grassroots innovations in Community Energy: The Role of intermediaries in Niche Development, Global Environmental Change, Volume 23, Issue 5, October 2013.

RCBO 2019 OUTCOMES

ORGANIZATIONAL CAPACITY

The key measure of organization capacity is the ability to successfully manage grants and administer programs independently. Developing capacity in this area is critical to create organizational infrastructure necessary to be accountable to founders and effectively meet the organization's goals.



↑ 31% increase

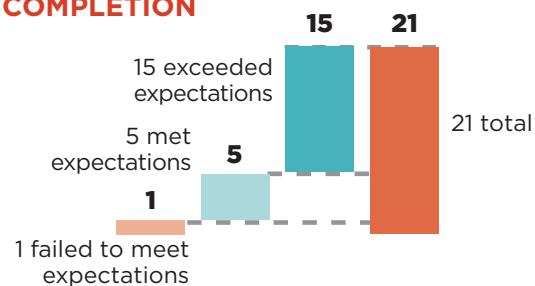


Abdullahi Kulmiye, President of Refugee Support Services

GRANT MANAGEMENT

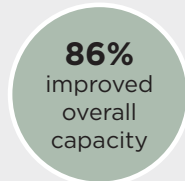
- **21** refugee organizations funded
- **6** new organizations funded
- **95%** successfully completed their grants (completed all contract expectations and required sessions)
- **71%** exceeded contract expectations and required sessions
- **37** total programs (16 new programs created this year)
 - ▲ **9** month average program length
- **20** organizations received Grant Management Training
- **11** organizations received additional funding from external sources
- **\$129,836** made through outside sources
 - ▲ **5%** came from fundraising
 - ▲ **40%** came from external grants
 - ▲ **55%** came from donations

SUCCESSFUL COMPLETION



Somali Bajuni Community of Utah's board member, Ismael Mohamed, leads a general assembly meeting

The Somali Bajuni Community of Utah is playing a significant role in coordinating a two-day international conference focused on culturally relevant parenting in the United States. The conference is scheduled for July of 2021 in Salt Lake City. Speakers will be primarily from Africa while the audience will be from the U.S. and Canada.



REFUGEE LEADERSHIP EXPERIENCE

- **7** organizations operating independently at the end of the year
- **88** unique refugees served in leadership positions
 - ▲ **24%** Facilitated Trainings
 - ▲ **44%** Managed Programs
 - ▲ **32%** Managed Grant

ORGANIZATIONAL CAPACITY ASSESSMENT TOOL (OCAT)

RSO's Organizational Capacity Assessment Tool³ (OCAT) is a mediated assessment that was developed to catalyze conversation with community leaders about organizational strengths and weaknesses⁴. The tool identifies capacity areas and key performance indicators in each area that are normalized on a numeric scale. Organizational scores are used as baselines to measure growth over time.

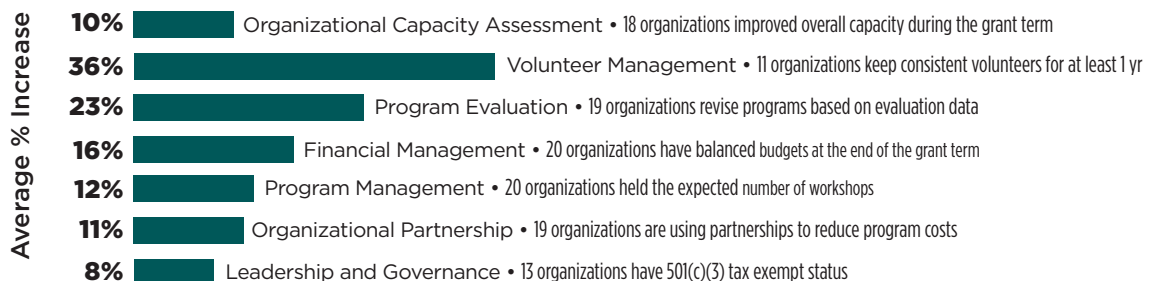
Based on the initial OCAT responses and discussions, Program Management, Coordination, and Evaluation were identified as priority areas for organizational growth. RSO held multiple virtual grant-management training sessions to cover these topics, even during the COVID-19 pandemic.



Refugee Community-Based Organization board members at a Quarterly Refugee Leaders Dialogue hosted by RSO

OCAT RESULTS

Categories and Example Measures



³ The OCAT was a new grant outcome measure created in 2018 and updated for the 2019-2020 grant cycle

⁴ Benton Cooney, Jessica, et al. Pact Organizational Capacity Assessment (OCA) Handbook. 2012.

RCBO 2019 OUTCOMES

EDUCATIONAL PROGRAMS

Programs are successfully implemented with strong, measurable learning outcomes. These refugee-led programs focus on building the skills necessary for both increasing employment potential and overall integration.



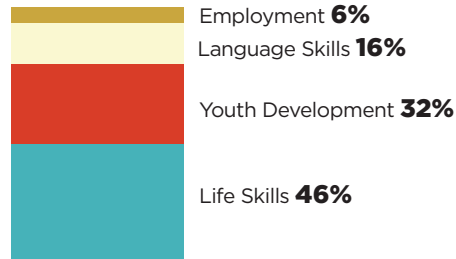
Somali Community Services' English for Citizenship Program

37
total
programs

↑ 3% increase

16
new
programs

PROGRAM CATEGORY BREAKDOWN



EMPLOYMENT PROGRAMS

Employment Skills and Referrals (91 participants)

- **85** job-seekers referred to employment resources or trainings
- **129** job applications
- **106** job acquisitions during the grant period
 - ▲ **82%** of job applications resulted in employment

LANGUAGE PROGRAMS

English Language Learning (82 participants)

"I can go to the doctor's office, I can go to school, I can [interview] for a job because of English."

—Somali Community Services, Integration Skills Program

- **100%** of students increased English language ability based on the results of their pre- and post-tests

Native Language Preservation⁵ (108 participants)

- **98%** of students increased native language ability based on the results of their pre- and post-tests
- **Languages** taught include: Nepali and Arabic



Bhutanese Community of Utah's Nepali Literacy Program

⁵ August, Diane. "English Language Learners: Developing Literacy in Second-Language Learners." Journal of Literary Research, 2009.

9
month avg.
program
length

1,197
program
events

↑ 15% increase

1,361
total
participants

↓ 11% decrease

98%
would
recommend
to others

YOUTH-DEVELOPMENT

College Preparedness (120 participants)

- **40** college applications
- **37** federal financial aid applications
- **27** scholarship applications
- **48%** of youth demonstrated increased preparedness for the ACT based on practice tests

Youth Empowerment and Education (252 participants)

"I learned how to be a leader, not only in the program, but in real world situations too."
—Sudanese Community in Utah, Afterschool Program

- **98%** of youth feel that they could be leaders to their peers
- **100%** of youth increased their understanding of the consequences of gang activity



United for a Bright Future's Teen Pregnancy Prevention Program



All ten seniors in the Sudanese Community in Utah's "College Preparedness Program" graduated high school and are headed to college. Six of the 10 seniors will be attending college with a full-ride scholarship! In addition, four students will be majoring in a STEM related study, three have chosen business, and two have chosen to study healthcare.



Sudanese Community in Utah's College Preparedness Program

RCBO 2019 OUTCOMES

LIFE SKILLS

Life skills programming addresses the topics that facilitate comprehensive integration. These skills and cultural expectations are not always immediate concerns upon resettlement, but hinder the integration process if ignored.



Women of Action in Utah's Self-Sufficiency Program



Bhutanese Community in Utah's Parenting Program

EXAM PREPARATION

Citizenship (27 participants)

"We have the confidence to pass the test and become citizens."

—Somali Community Services, English for Citizenship Program

- **5** students were granted citizenship; 9 students referred to Citizenship Exam

Driver License (20 participants)

- **7** students got driver licenses; **11** students took the Driver License Exam

FAMILY LEADERSHIP

Parenting (241 participants)

- **100%** of participants increased their understanding of culturally appropriate parenting behaviors in the United States
- **100%** of participants increased their understanding of local educational system
- **120** school meetings attended by parents

Domestic Violence Prevention (296 participants)

"I will never lose hope..."

—Somali Bajuni Community of Utah,

Health and Wellness Program

- **93%** of participants learned about available domestic violence prevention resources that they can access independently

Financial Literacy (85 participants)

"There is peace that comes from financial stability."

—Liberians United in Utah, Financial Literacy Program

- **89%** of participants know how to manage a family budget

"Although you might come from nothing, that should not stop you from becoming someone great with the brightest future you can imagine."

—Future Scholars of Africa, Youth Development Program



Future Scholars of Africa's second annual Talent Show

Food Stamp Fraud Prevention (77 participants)

- **96%** of participants better understand how to avoid food stamp fraud

PERSONAL DEVELOPMENT

Computer Skills (32 participants)

"I learned how to use Excel, and now I'm able to use it for my college course."

—United Africans of Utah, Computer Program

- **14** refugee leaders were trained in Microsoft Word, Excel, and PowerPoint

Local Laws (27 participants)

- **90%** of participants have a better understanding of the role of law enforcement
- **86%** of participants have a better understanding of their rights

Health and Nutrition (233 participants)

"I learned how to create balanced meals that incorporate all the food groups to prevent blood sugar spikes."

—Somali Bajuni Community of Utah, Health and Wellness Program

- **99%** noticed an improvement in their physical well-being, including: sleeping better, reduction of medication dependence, and weight loss
- **96%** increased their knowledge of available health resources, including:
 - ▲ Community Health Centers, such as U of U Health Clinics
 - ▲ Mobile health providers, such as the Wellness Bus
 - ▲ Medicaid support, such as the Refugee Health Access



United Africans of Utah's Karate and Youth Discipline Program

"My children are doing very well in school now. They listen more. I am especially glad for my daughter. With karate, it keeps her out of trouble. She is engaged in healthy activities, and at home she listens to us more."

—United Africans of Utah, Karate and Youth Discipline Program

RCBO 2019 OUTCOMES

SOCIAL INTEGRATION

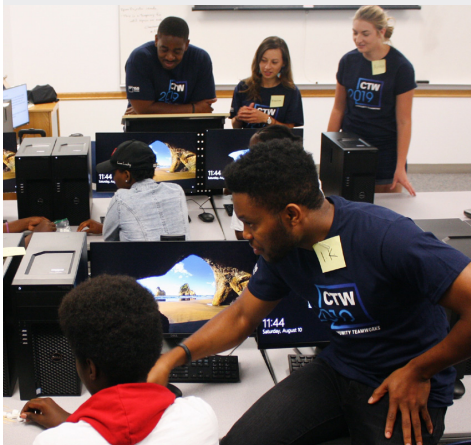
Bridging and bonding are both crucial components of successful integration. These two indicators allow individuals and communities to gain resiliency and successfully navigate life in their new home⁶.



↑ 43% increase



↓ 35% decrease



Umoja Generation's STEM Program workshop with Goldman Sachs volunteers



United for a Bright Future partnered with Halima Noor (pictured) from a local "Making Proud Choices" program to help deliver education on preventing teen pregnancy

BRIDGING

Increase connections with the broader community of the host country.

External Connections

- **100** organizational partnerships
- **64** mainstream volunteers
- **96%** of participants got to know people from other communities



Volunteer Participation

Hours
Contributed per
Volunteer

11

2018

18

2019

64% increase in
average hours
contributed per
volunteer

**Though there were less total volunteers during the 2019 grant cycle, average volunteer participation greatly increased*

Connection to resources

- **92%** of program participants learned of new resources
 - ▲ **95%** of those who learned of new resources can access them independently
- **76%** were connected to other programs
- **349** referrals made to local services including:
 - ▲ DWS Programs and Services (259)
 - ▲ Utah Community Action's HEAT Program
 - ▲ English Skills Learning Center's Citizenship Class

⁶ Understanding Integration: A Conceptual Framework, Journal of Refugee Studies Vol. 21, No. 2, Alastair Ager 2008. Published by Oxford University Press.

2,350
volunteer
hours

349
total
referrals

↑ 22% increase

602
home
visits

↓ 11% decrease

16
cultural
events

BONDING

Increase connections and sense of belonging within self-identified cultural groups.

Create Cohesive Group

- **1,197** program events
- **1,361** total participants
- **98%** of participants would recommend their program to others
- **67%** of programs maintained or increased attendance throughout the grant period

Connection to Community

- **69** refugee volunteers
- **602** home visits
- **16** cultural events
- **98%** of participants identified feeling a deeper bond with community members
- **95%** of participants were connected with a support system through program participation

"I know who to reach out to if I need anything..."

—Ye Setoch Gudaye, Nutrition and Health Program

Decrease Isolation

- **35%** of participants do not meet with their community outside of RCBO events or religious gatherings
- **99%** of participants feel they are part of a representative community

"I know that I am not alone..."

—United African Women of Hope, Health and Integration Program



Mesopotamia Community members gathering at their community center



Bhutanese community dancers performing at World Refugee Day

RCBO 2019 EMERGENCY ADDENDUM

COVID-19

Due to the COVID-19 outbreak in the spring of 2020, funded organizations had to adapt services to meet the community's evolving need. An emergency addendum was offered to allow grant funding to be used to provide language-specific information and resources, refer individuals to service providers, and directly support where needed.

ORGANIZATIONAL CAPACITY

- **15** organizations accepted the Emergency Addendum for COVID-19
- **67%** met emergency addendum expectations
- **10** organizations continued their originally contracted services virtually, in some capacity
 - ▲ **16** programs that continued virtually, in some capacity
- **221** applications completed
 - ▲ **37%** unemployment applications
 - ▲ **25%** food stamps applications
 - ▲ **12%** medicaid applications
 - ▲ **26%** other applications
- **361** referrals made included:
 - ▲ DWS (38%)
 - ▲ Housing Authority of Salt Lake City
 - ▲ Utah Food Bank
- **97%** now know how to address their needs and concerns
- **99%** will share this information with others

COMMUNITY REACH

- **1,218** total hours spent on outreach and community education
- **705** unique people reached through individual services
 - ▲ **33%** male
 - ▲ **67%** female
 - ▲ **8%** youth
 - ▲ **92%** adult
- **2,441** issues addressed
 - ▲ **45%** COVID-19
 - ▲ **12%** Basic Household Needs
 - ▲ **10%** School
 - ▲ **10%** Food
 - ▲ **6%** Housing/Rent
 - ▲ **6%** Unemployment
 - ▲ **5%** Medical Needs
 - ▲ **5%** Internet Access
 - ▲ **1%** Child Care
- **19** COVID-19 informational webinars and videos
 - ▲ **1,300** views



A woman receives donated supplies from the Bhutanese Community of Utah